DOCUMENT RESUME

ED 230 797 CE 036 293

AUTHOR Hohhertz, Durwin
TITLE Dining Room Attendant. DOT No. 311.677-018. Restaurant Occupations. Coordinator's Guide. First Edition.
INSTITUTION East Texas State Univ., Commerce. Occupational Curriculum Lab.
SPONS AGENCY Texas Education Agency, Austin. Dept. of Occupational Education and Technology.
PUB DATE 80
NOTE 82p.; For related documents, see CE 036 291-297. Document may be marginally legible due to colored pages of original.
AVAILABLE FROM Occupational Curriculum Lab., East Texas State University, Commerce, TX 75428.
PUB TYPE Guides - Classroom Use - Guides (For Teachers) (052)

EDRS PRICE MF01 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS Behavioral Objectives; Cooperative Education; Definitions; *Dining Facilities; Equipment Utilization; *Food Service; Guidelines; *Hospitality Occupations; Individualized Instruction; Instructional Materials; *Job Skills; Learning Activities; *Occupational Home Economics; Safety; Secondary Education; *Vocational Education; Work Attitudes
IDENTIFIERS *Dining Room Attendants

ABSTRACT

This coordinator's guide for a module on dining room attendants, one of a series of seven individualized units about restaurant occupations, has been developed for students enrolled in cooperative part-time training and employed in a commercial restaurant. Included in the first part of the guide are a progress chart, suggested teaching procedures, answers to the student assignment sheets and unit test, a job description and alternate titles, and a study guide objective. The second half of the guide consists of a series of information and assignment sheets dealing with the following topics: dining room attendant terms and definitions; work attitudes; safety; linen and table accessories; dishware, glassware, and silverware; setting a table; cleaning duties; and preparing drinks. A unit test concludes the guide. (MN)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED2307797

RESTAURANT OCCUPATIONS

DINING ROOM ATTENDANT

D.O.T. NO. 311.677-018

Coordinator's Guide

Prepared by Durwin Hohhertz

CE 036 293

U.S. DEPARTMENT OF EDUCATION
NATIONAL INSTITUTE OF EDUCATION
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☑ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official NIE position or policy.

Published by
Occupational Curriculum Laboratory
East Texas State University
Commerce, Texas

in cooperation with
Occupational Education and Technology
Texas Education Agency
Austin, Texas

"PERMISSION TO REPRODUCE THIS MATERIAL IN MICROFICHE ONLY HAS BEEN GRANTED BY

D Bustead

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

FIRST EDITION
1980

Brand names, company names, trademarks, or other identifying symbols appearing in the text are used to clarify and identify and do not constitute a recommendation or endorsement.

To insure educational equity, this material has been reviewed to eliminate bias or stereotyping.

OCCUPATIONAL
CURRICULUM
LABORATORY

ETSU, an Equal Opportunity University, complies with all federal requirements prohibiting discriminatory activities.

CONTENTS

Preface v

Acknowledgments vii

Progress Chart ix

Suggested Teaching Procedures T-1

Answers to Assignment Sheets T-7

Answers to Tests T-13

Job Description and Alternate Titles 1

Study Guide Objective 3

Information and Assignment Sheets

Information Sheet 1--Terms and Definitions 5

Assignment Sheet 1--Dining Room Terms and Definitions 7

Assignment Sheet 2--Choosing the Correct Word 9

Information Sheet 2--Work Attitudes 11

Assignment Sheet 3--Demonstrate Good Work Attitudes . . . 13

Assignment Sheet 4--Rate Your Work Attitude 15

Information Sheet 3--General Safety 17

Assignment Sheet 5--Draw a Safety Poster 19

Assignment Sheet 6--Safety Methods 21

Information Sheet 4--Linen and Table Accessories 23

Assignment Sheet 7--Proper Use of Table Linens and Accessories 27

Information Sheet 5--Dishware, Glassware, and Silverware 29

Assignment Sheet 8--Identify Dishware, Glassware, and Silverware 31

Information Sheet 6--Setting a Table 33

Assignment Sheet 9--Table Setting 39

Information Sheet 7--Busing Duties 41

Assignment Sheet 10--Clearing the Table 45

Assignment Sheet 11--Stock Work 47
Information Sheet 8--Cleaning Duties 49
Assignment Sheet 12--Cleaning Procedures 53
Information Sheet 9--Preparing Drinks 55
Assignment Sheet 13--Explain Drink Preparation 60
Assignment Sheet 14--Solve Drink-Making Situations 61
Test 63

PREFACE

This study guide is one of seven individualized units developed for students enrolled in Cooperative Part-Time Training and employed in a commercial restaurant. Each self-paced unit is composed of information about one specific occupation. The study material is designed to provide the student with general information for immediate assistance on the job, and specific information which will relate to later on-the-job work experiences.

Even though these study guides are individualized, the coordinator should closely supervise each student's studies. To allow the coordinator to better direct the learning activities, both coordinator guides and student manuals are available. A progress chart is provided in the coordinator's guide. This will allow the coordinator to pinpoint the progress a student has made toward each objective in the sequence in which they are completed.

The coordinator's guide provides information and suggested activities that will assist in providing additional learning experiences for the student. Also included are suggested alternatives the coordinator may use in dealing with various types of disadvantaged students, including the slow-learner, and slow-reader. Other information sheets and assignments may be added to the study guide if requested by the employer.

The student manual should be used by the student in completing each assignment, and also as a reference throughout the job training period. This manual gives directions for both written assignments and individual involvement activities. The written assignments should be handed in to the coordinator, and individual involvement activities should be performed in class under the coordinator's supervision. Answer sheets are provided for assignment sheets and tests; however, a student should also be graded on individual participation. Both tests and assignments should be graded and returned to the students to be kept for reference in their notebooks.

A coordinator may have a student complete one or more related study guides in instances when a supervisor requires the student to perform responsibilities of two or more job titles within Restaurant Occupations. If a student easily accomplishes all of the assignments and studies in one guide, that student might be required to complete all available study guides for Food Services Occupations. This will prepare the student for occupational advancement, or for entrance into free enterprise system, or as an owner of a food service establishment.

The coordinator also is encouraged to read the sheets titled Suggested Teaching Procedures, found in the front of each coordinator's guide, for suggestions on additional activities, and for explanation of students' assignments. Although student manuals may be purchased individually, the coordinator may reproduce the information, assignment, or test sheets for other students in the class.

For information on other food service study guides, contact the Occupational Curriculum Laboratory, East Texas State University, Commerce, Texas 75428.

ACKNOWLEDGMENTS

The expertise of many coordinators across the state has contributed to the initial development of these Food Service study guides. Much credit is due them for their contributions of information and activities for these publications, which will be made available to other Cooperative Part-Time Training programs.

We extend special thanks to those members of the CVAE Cooperative Part-Time Advisory Committee who field-tested the first study guides developed, and later provided periodic evaluations and comments to be used in revisions and further development.
The committee members are:

Wayne Cyphers, Area I
Elizabeth Dickerman, Area Ia
John Beck, Area II
Forrest Mays, Area III
Jerry House, Area IV
James Swift, Area V
Harvey Pennell, Area VI
Perry L. Trammell, Area VII
Charles Erwin, Area VIII
Richard L. Harlan, Area IX
Naomi Smith, Area X
Abel Gorena, Area XI
Bennye Frazier, Area XII

Appreciation is also given the numerous businesses that allowed our writers to collect information which has been incorporated into these publications.

Progress Chart for

DINING ROOM ATTENDANT

_____ DOT No. 311.677-018

Name

_____

School

		Date Completed
INFORMATION SHEET 1	DINING ROOM TERMS AND DEFINITIONS	
ASSIGNMENT SHEET 1	DINING ROOM TERMS AND DEFINITIONS	
ASSIGNMENT SHEET 2	CHOOSING THE CORRECT WORD	
Test	Part 1	
OBJECTIVE	Select correct terminology to be used when working as a dining room attendant.	
INFORMATION SHEET 2	WORK ATTITUDES	
ASSIGNMENT SHEET 3	DEMONSTRATE GOOD WORK ATTITUDES	
ASSIGNMENT SHEET 4	RATE YOUR WORK ATTITUDE	
Test	Part 2	
OBJECTIVE	Demonstrate good work attitudes towards customers and other employees.	
INFORMATION SHEET 3	GENERAL SAFETY	
ASSIGNMENT SHEET 5	DRAW A SAFETY POSTER	
ASSIGNMENT SHEET 6	SAFETY METHODS	
Test	Part 3	
OBJECTIVE	Identify the correct safety practices to be followed while working in the dining room.	
INFORMATION SHEET 4	LINEN AND TABLE ACCESSORIES	
ASSIGNMENT SHEET 7	PROPER USE OF TABLE LINENS AND ACCESSORIES	
Test	Part 4	
OBJECTIVE	Point out the proper care and use of table linens and accessories.	
INFORMATION SHEET 5	DISHWARE, GLASSWARE, AND SILVERWARE	
ASSIGNMENT SHEET 8	IDENTIFY DISHWARE, GLASSWARE, AND SILVERWARE	
Test	Part 5	
OBJECTIVE	Identify the correct use and placement of dishware, glassware, and silverware.	

		Date Completed
INFORMATION SHEET 6	SETTING A TABLE	
ASSIGNMENT SHEET 9	TABLE SETTING	
Test	Part 6	
OBJECTIVE	Demonstrate the correct procedure for setting tables.	
INFORMATION SHEET 7	BUSING DUTIES	
ASSIGNMENT SHEET 10	CLEARING THE TABLE	
ASSIGNMENT SHEET 11	STOCK WORK	
Test	Part 7	
OBJECTIVE	Point out the busing duties to be performed by the dining room attendant.	
INFORMATION SHEET 8	CLEANING DUTIES	
ASSIGNMENT SHEET 12	CLEANING PROCEDURES	
Test	Part 8	
OBJECTIVE	Explain the correct standards and procedures for cleaning the dining room and kitchen area.	
INFORMATION SHEET 9	PREPARING DRINKS	
ASSIGNMENT SHEET 13	EXPLAIN DRINK PREPARATION	
ASSIGNMENT SHEET 14	SOLVE DRINK-MAKING SITUATIONS	
Test	Part 9	
OBJECTIVE	Explain the drink preparation process.	

This student has completed the indicated training under my supervision.

_____
Instructor

DINING ROOM ATTENDANT

SUGGESTED TEACHING PROCEDURES FOR THE COORDINATOR

I. Objective sheet

A. Discuss each specific objective with the student.

B. Explain the relationship of each to the training station.

C. Have the student complete the objectives in the most logical sequence for the training station.

(NOTE: A change of sequence is necessary only when a student changes jobs during the year or an employer requests training in a specific area.)

D. Add additional objectives necessary for the training station.

II. Answers to assignment sheets

A. Some of the assignment sheets will vary according to training and should be graded individually.

B. Some assignment sheets will not have specific answers but will depend on student participation.

III. Answers to the test

A. Answers are based on total information covered in the study guide.

B. For convenience of grading, make corresponding answer sheets for additional test parts added.

IV. Information and corresponding assignment sheets

A. INFORMATION SHEET 1--DINING ROOM TERMS AND DEFINITIONS

1. This information sheet may be used as a glossary.

2. Use the following assignment sheets to reinforce this area of information.

a. ASSIGNMENT SHEET 1--DINING ROOM TERMS AND DEFINITIONS

(1) Have the student add any other terms not included on the information sheet that are used at the work station.

(2) Have the student make flash cards using the terms and definitions.

b. ASSIGNMENT SHEET 2--CHOOSING THE CORRECT WORD

(NOTE: Have the student develop similar puzzles.)

3. Have the student develop crossword puzzles using the terms and definitions.

B. INFORMATION SHEET 2--WORK ATTITUDES

1. Use the following information sheets to reinforce this area of information.

   a. ASSIGNMENT SHEET 3--DEMONSTRATE GOOD WORK ATTITUDES

      (1) Have the student role-play situations of good and poor work attitudes.

      (2) Have the student relate experiences in dealing with customers on the work station.

   b. ASSIGNMENT SHEET 4--RATE YOUR WORK ATTITUDE

2. Have the student observe the work attitude of others at the work station or school cafeteria. Discuss which qualitites are good and what improvements could be made.

3. Discuss in class how to handle specific complaints from customers.

4. Encourage the student to participate in classroom discussions or role-playing exercises to build upon the student's ability to communicate and deal with people.

C. INFORMATION SHEET 3--GENERAL SAFETY

1. Use the following information to reinforce this area of information.

   a. ASSIGNMENT SHEET 5--DRAW A SAFETY POSTER

      (1) Display the better safety posters on the job or school bulletin board.

      (2) Provide examples for the student to get ideas.

      (3) Have a safety poster contest and allow a panel of students to judge them.

      (4) Provide materials needed for this project.

   b. ASSIGNMENT SHEET 6--SAFETY METHODS

      (1) Have the student add additional unsafe practices which take place on the job.

(2) Assist the student in contacting U.S. agencies for safety information.

2. Have the student discuss causes of accidents that have occurred at the work station.

3. Have the student develop specific safety rules for each piece of equipment on the job.

D. INFORMATION SHEET 4--LINEN AND TABLE ACCESSORIES

1. Use ASSIGNMENT SHEET 7--PROPER USE OF TABLE LINENS AND ACCESSORIES to reinforce this area of information.

   a. Have the student explain the care of the table linens used at the work station.

   b. Have the student demonstrate to the class the proper care and cleaning of table accessories.

2. Have the student explain the care of table linens and table accessories orally during a field trip to the school cafeteria.

   (NOTE: Provide any additional linens and accessories that are not found in the cafeteria but are used on the work station.)

3. Take a field trip to a nearby restaurant during "slow" business hours to observe the customs of that restaurant concerning the use of table linens and accessories.

E. INFORMATION SHEET 5--DISHWARE, GLASSWARE, AND SILVERWARE

1. Use ASSIGNMENT SHEET 8--IDENTIFY DISHWARE, GLASSWARE, AND SILVERWARE to reinforce this area of information.

2. Have the student give a demonstration to the class on the uses of the various pieces of dishware, glassware, and silverware.

   a. Provide the equipment needed for this demonstration.

   b. Allow the student to use the school cafeteria for the demonstration if it is more convenient.

F. INFORMATION SHEET 6--SETTING A TABLE

1. Use ASSIGNMENT SHEET 9--TABLE SETTING to reinforce this area of information.

   a. Have the student demonstrate the proper setting of a table to the class.

   b. Have the student describe any changes in the common restaurant cover that are used at the work station.

2. Take a field trip to at least two different restaurants in the area and compare the covers used at each.

3. Have the students discuss why the table setting differs at different types of restaurants.

G. INFORMATION SHEET 7--BUSING DUTIES

1. Use the following assignment sheets to reinforce this area of information.

a. ASSIGNMENT SHEET 10--CLEARING THE TABLE

(1) Have the student demonstrate the proper procedure for clearing a table to the class.

(2) The school cafeteria may be used for this assignment.

b. ASSIGNMENT SHEET 11--STOCK WORK

(NOTE: Have the student describe the stocking procedures used at the work station.)

2. Take a field trip to a nearby restaurant and compare the procedure used for clearing the table and restocking supplies with the student's work station.

3. Have the student demonstrate how to prepare the table for new customers by clearing the table, resetting the table and replacing all table accessories to their proper place.

H. INFORMATION SHEET 8--CLEANING DUTIES

1. Use ASSIGNMENT SHEET 12--CLEANING PROCEDURES to reinforce this information area.

2. Have the student list or describe other cleaning responsibilities performed at the work station.

I. INFORMATION SHEET 9--PREPARING DRINKS

1. Use the following assignment sheets to reinforce this area of information.

a. ASSIGNMENT SHEET 13--EXPLAIN DRINK PREPARATION

(NOTE: This assignment may be used as a quiz over drink preparation.)

b. ASSIGNMENT SHEET 14--SOLVE DRINK-MAKING SITUATIONS

(NOTE: Allow students working in the same jobs to work on this assignment in groups in order to stimulate discussion.)

2. Provide drink-making equipment from the school cafeteria for the student to explain its use to the class.

3. Have the student write the preparation procedure for any other drinks not covered in this information area that are used at the work station.

V. Test

A. The test is divided into nine parts.

1. Each part covers one information sheet.

2. Each part uses various methods of testing.

B. Various approaches may be used in testing.

1. Give each part of the test after the student has completed the information in one information area or sheet.

2. Give the entire test upon completion of the study guide and assignments.

3. Give one or several parts of the test as an additional assignment or to reinforce problem areas of learning.

C. Add test parts corresponding to any information areas of sheets added to the study guide.

VI. References:

A. Food Services - CVAE. Lubbock, Texas: Texas Tech University, Home Economics Instructional Materials Center, n.d.

B. Hospital Research and Educational Trust. Training the Food Service Worker. Bowie, Maryland: Robert J. Brady Company, n.d.

C. Food Service: Production and Service. Stillwater, Oklahoma: Mid-America Vocational Curriculum Consortium, Inc., n.d.

DINING ROOM ATTENDANT

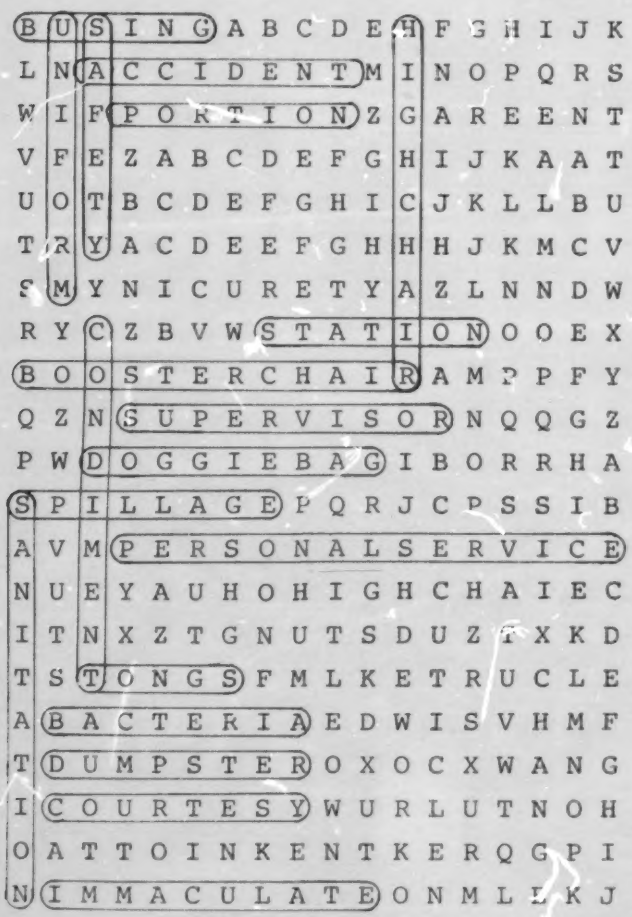
ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet 1

A.
1. Side work
2. Tines
3. Accessories
4. Cover
5. Dumpster
6. Tray jack
7. Silence cloth
8. Station
9. Cutlery
10. Tongs
11. Spillage
12. Condiment
13. Courtesy
14. Supervisor

B. Evaluated to the satisfaction of the instructor

Assignment Sheet 2


BUSING A B C D E H F G H I J K
L N A C C I D E N T M I N O P Q R S
W I F P O R T I O N Z G A R E E N T
V F E Z A B C D E F G H I J K A A T
U O T B C D E F G H I C J K L L B U
T R Y A C D E E F G H H H J K M C V
S M Y N I C U R E T Y A Z L N N D W
R Y C Z B V W S T A T I O N O O E X
B O O S T E R C H A I R A M P P F Y
Q Z N S U P E R V I S O R N Q Q G Z
P W D O G G I E B A G I B O R R H A
S P I L L A G E P Q R J C P S S I B
A V M P E R S O N A L S E R V I C E
N U E Y A U H O H I G H C H A I E C
I T N X Z T G N U T S D U Z T X K D
T S T O N G S F M L K E T R U C L E
A B A C T E R I A E D W I S V H M F
T D U M P S T E R O X O C X W A N G
I C O U R T E S Y W U R L U T N O H
O A T T O I N K E N T K E R Q G P I
N I M M A C U L A T E O N M L L K J

Assignment Sheet 3-5

Evaluated to the satisfaction of the instructor.

Assignment Sheet 6

A. Answers might include the following:

1. Careless stocking of dishes on a tray.
2. Failure to clean food, drink, or ice spills immediately.
3. Moving around too fast.
4. Wearing unsuitable shoes.
5. Dumping smoldering cigarettes along with paper trash into garbage cans.
6. Failure to report unsafe conditions.
7. Careless work habits.
8. Incorrect lifting of heavy objects.

B. The new employee should be told the unsafe practices of employees and unsafe work situations that might cause accidents as well as the job safety rules and safety procedures to be used on the job.

C. Evaluated to the satisfaction of the instructor.

D. Evaluated to the satisfaction of the instructor.

Assignment Sheet 7

A. Silence cloth-used under the tablecloth.

B. 1. Not below chair seat, to prevent tripping on the ends.
2. Answers will vary.

C. Left of the forks.

D. Those containing syrup, honey, jams, jellies-all servers should be cleaned and refilled.

E. Answers will vary.

F. 1. Cream and sugar
2. Cream/sugar and lemon
3. On hot pad, coaster, or small dish

G. Place mats--paper or plastic--sponged off with a damp cloth (Paper ones should be thrown away and new ones used.)

Assignment Sheet 8

A. A bus person must know this information in order to (1) keep his equipment stocked and in the proper location, (2) set tables, and (3) assist the waiter or waitress.

B. 1. Dinner plate
2. Lunch plate
3. Salad plate
4. Bread and butter plate

You can tell the plates apart by the size. The dinner plate is the largest, then the lunch plate. The bread and butter plate is smaller than the salad plate.

C. 1. a. Salad bowl
b. Soup bowl
c. Dessert dish
2. Salad
3. Soup

D. Iced tea glass is larger than water glass. The juice glass is smaller than the water glass. The juice glass may be two sizes.

E. 1. Stemmed
2. The glass for sherbert is short, while the glass for parfait is tall.

F. 1. Dinner knife
2. Steak knife-extra sharp to cut meat
3. Butter knife-smaller than other knives

G. 1. Dinner fork-largest
2. Salad fork-shorter than dinner fork
3. Cocktail fork-very small fork with fewer tines

H. 1. Teaspoon-rather short ordinary looking-used for coffee and desserts
2. Iced tea spoons-long-stemmed teaspoon
3. Soup spoon-rather large, extra-round

I. Answers will vary.

Assignment Sheet 9

A. 1. The table's appearance is the diner's first introduction to the meal.
2. When putting on a fresh tablecloth, place half the cloth on one side of the table (over the silence cloth if one is used) and the remaining half gathered at the center. Place all condiment servers that will remain on the table on the side that is already covered. Straighten the cloth down on the other side.
3. a. Carry silverware on a clean cloth and pick up by the handles only.
b. Glasses should be held by the lower portion.
4. Place settings should face each other across the table when four places are set.
5. a. Forks are put on the left side of the plate with tines facing up.
b. Knives and spoons are put on the right side of the plate.
c. Knives are placed with the cutting edge toward the plate.

6. Plates should be placed so that any emblems or names face the customer.
7. The butter plate is placed above the dinner fork.
8. The water glass is placed directly above the dinner knife.
9. Water, crackers, and butter should not be placed on the table until after the customers have been seated.
10. Coffee cups should be placed so the top of the saucer is in line with the top of the last spoon on the right. The handle should be toward the right and slightly toward the customer.

B. Evaluated to the satisfaction of the instructor.

C. Evaluated to the satisfaction of the instructor.

Assignment Sheet 10

A. 1. Evaluated to the satisfaction of the instructor.
2. Avoid overloading the tray and be sure the weight is evenly balanced. Use both hands and carry the tray at waist level.
3. Answers will vary.
4. Evaluated to the satisfaction of the instructor.

B. 1. a. Clean the table and chair seats.
b. Clean all condiment servers and replace them to their proper place on the table or sidestand.
c. Empty and clean ashtrays.
d. Clean the floor around the table.
e. If booster or high chairs were used, clean and return them to the proper location.

2. Replace soiled table linens.

3. Move tables together and arrange chairs to seat the customers together.

Assignment Sheet 11

A. Evaluated to the satisfaction of the instructor.

B.
1. Salt and pepper shakers
2. Sugar
3. Catsup
4. Mustard
5. Honey
6. Butter
7. Jellies
8. Straws
9. Table linens
10. Ice

C. Evaluated to the satisfaction of the instructor.

Assignment Sheet 12

Evaluated to the satisfaction of the instructor.

Assignment Sheet 13

A. Description should include two of the following methods:

1. Urn type
2. Individual pot type
3. Freeze-dried

B. 1. Brewed tea
2. Instant

C. This answer will vary for different training stations, but the basic directions are as follows:

1. Select the proper size glass requested by the customer.
2. Fill the glass 3/4 full with crushed ice.
3. Hold the glass under the spout of the selected drink and press the release lever.
4. Keep the counter stocked with glasses, ice, and other materials that are used by the customer.

D. 185° and 190°

E. CO_2

F. Urn

G. Ice

H. 2 1/2

I. 5

J. Watery

K. As they are taken by the customer

Assignment Sheet 14

Answers will vary for different training stations, but should include the following basics:

A. The tanks should be securely fastened to the wall or drink machine.

B. The ice melts, making the drinks watery.

C. The syrup tank's fittings are marked with "IN" for the CO_2 line and an "OUT" for the line to be connected to the fountain.

D. Approximately 3/4 cup of ice.

DINING ROOM ATTENDANT

ANSWERS TO TESTS

Part 1

1. j
2. a
3. l
4. c
5. q
6. o
7. b
8. f
9. d
10. m
11. i
12. n
13. e
14. g
15. k
16. h
17. p

Part 2

1. a. (1) Show enthusiasm for your job.

   (2) Be courteous and considerate with customers and other employees.

   (3) Be pleasant at all times, even when others are unpleasant.

   (4) Cooperate in working with others.

   b. A pleasant, cheerful attitude helps make the customers more comfortable.

   c. When customers make requests, fill them promptly or alert the waiter/waitress of the customer's needs.

2. a. Courteous and considerate

   b. Promptly, quietly, sanitary

   c. Clean, unwrinkled

   d. Flashy jewelry, nail polish

   e. Promptly, waiter/waitress

   f. Pride

Part 3

1. a. ✓
   b.
   c.
   d. ✓
   e. ✓
   f.
   g.
   h. ✓
   i.
   j.
   k. ✓
   l. ✓

2. Report them to the supervisor.

3. a. Safety
   b. Supervisor
   c. Wet (or slick), unsafe
   d. Dry
   e. Sign or warn customers
   f. Immediately
   g. Shoes
   h. Broken, chipped or cracked
   i. With trash or other paper
   j. Report to the supervisor

Part 4

1. Silence cloth
2. Chair seat
3. Safety-so no one trips over it
4. Left, fork
5. Answers will vary among the following: Salt, pepper, sugar, catsup, syrup, honey, jellies, jams, relishes, salad dressings, steak sauce and mustard.
6. Wiped off
7. Coffee, hot tea
8. Emptied, wiped clean with a damp cloth
9. Ashtrays
10. Placemats

Part 5

1. A bus person needs to be able to identify the different kinds of dishes and silverware because of these duties:

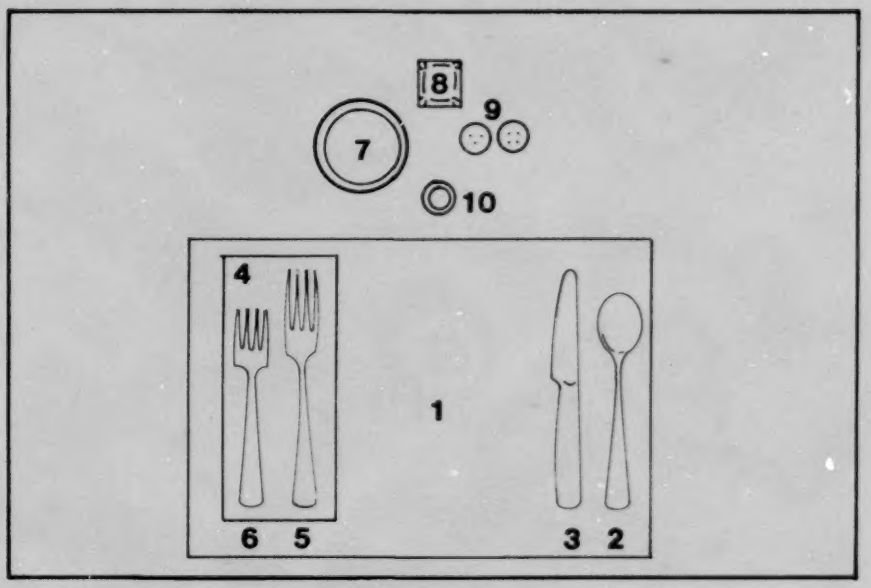
   a. Stocking tableware
   b. Setting tables
   c. Assisting the waiter/waitress

2. a. Dinner plate
   b. Lunch plate
   c. Salad plate
   d. Bread and butter plate
   e. Soup bowl
   f. Dessert bowl
   g. Soup cup
   h. Saucer
   i. Cup
   j. Small juice glass
   k. Milk or water glass
   l. Iced tea glass
   m. Sherbert glass
   n. Parfait glass
   o. Cocktail fork
   p. Salad fork
   q. Dinner fork
   r. Butter knife
   s. Knife
   t. Steak knife
   u. Soup spoon
   v. Teaspoon
   w. Iced tea spoon

Part 6

1. a. Appearance (or similar answer)
   b. Handles, stems
   c. Face, between
   d. Customers
   e. Left, right, plate
   f. Fork
   g. Knife, right
   h. Water, crackers, and butter

2.



1. Place mat
2. Teaspoon
3. Dinner knife
4. Napkin
5. Dinner fork
6. Salad fork
7. Sugar bowl
8. Ashtray
9. Salt & Pepper
10. Cream pitcher

T-16

Part 7

1. a.
   d.
   e.
   g.
   h.
   i.
   k.
   m.

2. Wipe off tables, chair seats, condiment servers, ashtrays, high chairs, and booster chairs with a damp cloth.

3. a. Put heavy dishes and platters in the center of the tray.
   b. Balance the load with equally high stacks and weights of dishes.
   c. Separate flatware and pile it on one side of the tray.
   d. Place glassware in one section, goblets with stems down.
   e. Avoid placing anything in glasses.
   f. Place cups, bowls, cream pitchers, and teapots on top of plates nesting them securely.
   g. Avoid overloading the tray and be sure the weight is evenly balanced.
   h. Use both hands when carrying a tray.
   i. Carry trays at waist level unless the restaurant requires trays to be carried at shoulder level.

Part 8

1. a. Tables, counters, and chairs.
   b. ashtrays
   c. Condiment
   d. Linen, clean (or fresh)
   e. Beverage
   f. High chairs
   g. Dirty dishes
   h. Trash, garbage
   i. Plastic bag
   j. Sweep, mop, carpet

2. a. Work tables, counters, and appliances
   b. Dumpster
   c. Trash

Part 9

1. a. Urn type
   b. Individual pot type
   c. Freeze dried

2. a. Brewed
      (1) Check equipment for cleanliness.
      (2) Fill a pot with the amount of water needed to make tea.
      (3) Place the pot of water on the burner and bring to a boil.
      (4) Place tea bags in a container that will hold all the water.

(5) Pour the water over the bags.

(6) Allow the tea to simmer for 5 minutes.

(7) Serve the tea as requested.

b. Instant

(1) Check equipment for cleanliness.

(2) Read directions on the jar of instant tea.

(3) Place the proper measure of tea in an eight-ounce glass.

(4) Add cold water and stir.

(5) Serve as requested.

3. a. Glasses

b. Ice

c. Straws

4. CO_2

5. 3/4 glass

6. As the supplies are removed by the customer.

7. Sizes will vary according to the training station.

DINING ROOM ATTENDANT

DOT NO. 311.677-018

JOB DESCRIPTION AND ALTERNATE TITLES

Performs any combination of the following duties to facilitate food service:

1. Carries dirty dishes from the dining room to the kitchen.
2. Replaces soiled table linens and sets tables with silverware and glassware.
3. Replenishes supply of clean linens, silverware, glassware, and dishes in the dining room.
4. Supplies service bar with food, such as soups, salads, and desserts.
5. Serves ice water and butter to patrons.
6. Cleans and polishes glass shelves and doors of service bars and equipment.
7. Makes coffee and fills drink dispensers.
8. Runs errands and delivers food orders.

Alternate Titles

Clean-up Helper

Counter Dish Carrier

Glass Washer and Carrier

Room Service Attendant

Table Setter

Water Server

DINING ROOM ATTENDANT

STUDY GUIDE OBJECTIVE

After completion of this study guide, the student will be able to perform the procedures and responsibilities required of a dining room attendant in a commercial restaurant. This knowledge will be evidenced through demonstration and by satisfactorily completing the test.

SPECIFIC OBJECTIVES

After completion of this study guide, the student will be able to:

1. Select the correct terminology to be used when working as a dining room attendant.
2. Demonstrate good work attitudes towards customers and other employees.
3. Identify the correct safety practices to be followed while working in the dining room.
4. Point out the proper care and use of table linens and accessories.
5. Identify the correct use and placement of dishware, glassware, and silverware.
6. Demonstrate the correct procedure for setting tables.
7. Point out the busing duties to be performed by the dining room attendant.
8. Explain the correct standards and procedures for cleaning the dining room and kitchen area.
9. Explain the drink preparation process.

DINING ROOM ATTENDANT

INFORMATION SHEET 1--TERMS AND DEFINITIONS

A. Spillage--Any food or liquid dropped on a table, seat, floor, or tray.

B. Sanitation--Keeping all areas clean and free of any germs.

C. Condiments--Any seasoning used to bring out the flavor of food.

D. Busing--Taking dirty dishes to the proper places; cleaning tables, chairs, ashtrays; returning condiments to the proper place; cleaning spills.

E. Tongs--Tool used to pick up foods.

F. Cracked dish or glass--A split or partial break in a dish or glass.

G. Practice of safety--Watching for activities or equipment that could cause harm.

H. Customer accident--Any action where the customer is physically harmed, has clothes ruined, or is embarrassed.

I. Uniform--The clothing worn by the dining room attendant.

J. Doggie bag--A bag used to take home the uneaten part of a meal.

K. Station--Assigned group of tables or counter stools.

L. Booster chair--A small seat used by small children that is placed on a regular chair or booth seat to help the child reach the table.

M. High chair--A chair with a tray attached that is used for babies who can sit alone and can be placed at the end or side of the table.

N. Personal service--The help given by the dining room attendant to assist the customer.

O. Side work--Work done in addition to regular duties.

P. Condiment Station--Location in the restaurant that contains extra supplies of coffee, tea, water, ice, silverware, napkins, lemons, cream, sugar, and sugar substitute.

Q. Courtesy--Consideration, respect, cooperation, and generosity toward others.

R. Personal appearance--The way one looks to the customer.

S. Special food--Any food that has to be especially prepared for a customer.

T. Additional food--Extra food that the employee gets for the customer.

U. Supervisor--The person who manages the employees.

V. Immaculate--Spotlessly clean.

W. Bacteria--A very small germ that could cause disease or odor.

X. Drink dispenser--A machine which will provide a person various types of drinks.

Y. Coffee urn--The machine in which the coffee is brewed and served on the line.

Z. Utensil--Tool or container used for serving food.

AA. Resupply (Replenish)--To furnish food and materials to the area or station as the food and utensils are taken by the customers.

AB. Portion--The amount of food served to the customer.

AC. Serving procedure--The method used to get food to the customer.

AD. Silence cloth--A cloth of felt or foam rubber used under a tablecloth to reduce the noise of dishes placed on the table and also to keep the tablecloth in position.

AE. Cover--Each individual place setting.

AF. Cutlery--The utensils used for cutting food.

AG. Tines--The points of the forks.

AH. Sideboard--Storage space within the dining area.

AI. Tray jack--Folding stand on which to set a tray.

AJ. Accessories--Things that are added for convenience or decoration.

AK. Dumpster--Large outside trash container.

AL. Conveyor--Machinery or equipment that moves supplies from one area to another.

DINING ROOM ATTENDANT

ASSIGNMENT SHEET 1--DINING ROOM TERMS AND DEFINITIONS

A. Supply the terms for the following definitions:

1. Work done in addition to regular duties. _____
2. Points of forks. _____
3. Things that are added for convenience or decoration. _____
4. Each individual place setting. _____
5. Large outside trash container. _____
6. Folding stand on which to set a tray. _____
7. Pad used under a tablecloth to reduce the noise of the dishes. _____
8. Assigned group of tables or counter stools. _____
9. Utensils for cutting food. _____
10. A tool used to pick up food. _____
11. Any food or liquid dropped on a table, seat, floor or tray. _____
12. Any seasoning used to bring out the flavor of food. _____
13. Consideration, respect, cooperation, and generosity toward others. _____
14. The person who manages the employees. _____

B. Which of the items on the terms and definitions information sheet are you familiar with at the restaurant where you work? List each term and your duties related to it.

DINING ROOM ATTENDANT

ASSIGNMENT SHEET 2--CHOOSING THE CORRECT WORD

Directions: From the list below, find the words associated with dining room attendant in the Word Search game. Some of the words are across and some are up and down.

personal service	accident	immaculate	busing
booster chair	condiment	supervisor	safety
high chair	dumpster	spillage	tongs
doggie bag	bacteria	uniform	station
sanitation	courtesy	portion	

B U S I N G A B C D E H F G H I J K

L N A C C I D E N T M I N O P Q R S

W I F P O R T I O N Z G A R M E N T

V F E Z A B C D E F G H H I J K A T

U O T B C D E F G H I C J K L L B U

T R Y A C D E F G H T H J K M M C V

S M Y N I C U R E T Y A Z L N N D W

R Y C Z B V W S T A T I O N O O E X

B O O S T E R C H A I R A M P P F Y

Q X N S U P E R V I S O R N Q Q G Z

P W D O G G I E B A G I B O R R H A

S P I L L A G E P Q R J C P S S I B

A V M P E R S O N A L S E R V I C E

N U E Y A U H O H I G H C H A I E C

I T N X Z T G N U T S D U Q T X K D

T S T O N G S F M L K E T R U C L E

A B A C T E P I A E D W I S V H M F

T D U M P S T E R O X O C X W A N G

I C O U R T E S Y W U R L U T N O H

O A T T O I N K E N T K E R Q G P I

N I M M A C U L A T E O N M L E K J

DINING ROOM ATTENDANT

INFORMATION SHEET 2--WORK ATTITUDES

I. Ways of displaying proper work attitudes

A. Show enthusiasm for your job.

B. Be courteous and considerate with customers and other employees.

C. Be pleasant at all times, even when others are unpleasant.

D. Cooperate in working with others.

E. Do your work promptly, quietly, and in a sanitary manner.

F. Show pride in your work.

II. Making your appearance fit your work

A. Good grooming is important because the bus person is constantly in the view of the customers.

B. Start the day with a clean, unwrinkled uniform.

(NOTE: If your uniform becomes very soiled during the day change to a clean one.)

C. Be neat and clean.

D. Have a friendly smile and a pleasant manner.

E. Avoid flashy jewelry or nail polish.

III. Dealing with customers

A. A pleasant, cheerful attitude helps make the customers feel comfortable.

B. Be willing to help customers.

C. When customers make requests, fill them promptly or alert the waiter/waitress of the customer's need.

D. If customers have a complaint or a suggestion, report it to the head waiter or supervisor immediately.

E. Bring ice water, coffee, and tea as soon as customers are seated.

(NOTE: Stand at the right side of the customer to place or fill water glasses, coffee cups, or other beverages.)

F. Provide a high chair or booster chair for customers with small children.

G. Refill water glasses, coffee cups, and iced tea as needed.

H. Supply extra napkins and flatware if they are dropped.

DINING ROOM ATTENDANT

ASSIGNMENT SHEET 3--DEMONSTRATE GOOD WORK ATTITUDES

Directions: Relate personal experiences in answering each of the following questions. Give examples of both good and poor work attitudes.

A. Explain how customers should be treated by the bus person.

B. What are some of the requests that customers have made to you at the work station?

C. Explain how you would handle the situation if a customer complained to you about the silverware being dirty. About slow service.

DINING ROOM ATTENDANT

ASSIGNMENT SHEET 4--RATE YOUR WORK ATTITUDE

Directions: Rate yourself on each statement below. Place a check in the block that best answers the question. Total your score.

	Always	Sometimes	Never
1. Do you wear a smile?			
2. Do you greet every customer in a friendly manner?			
3. Do you cooperate in working with others?			
4. Are you neat and well groomed?			
5. Do you show pride in your work?			
6. Do you assist other employees?			
7. Are you courteous and tactful with the complaining customer?			
8. Do you speak to the customers with confidence?			
9. Do you provide service beyond that required?			
10. Do you enjoy dealing with people?			
SUBTOTAL			
Rating: TOTAL			

70-100 You have a good work attitude.

50-70 You need to improve weak areas.

DINING ROOM ATTENDANT

INFORMATION SHEET 3--GENERAL SAFETY

I. Causes of accidents

A. Unsafe practices of employees

1. Careless stacking of dishes on a tray.
2. Failure to clean food, drink, or ice spills immediately.
3. Moving around too fast.
4. Wearing unsuitable shoes.
5. Dumping smoldering cigarettes along with paper trash into garbage cans.
6. Failure to report unsafe conditions.
7. Careless work habits.
8. Incorrect lifting of heavy objects.

B. Unsafe work situations

1. Damaged floor tile or carpet.
2. Water leakage in work area.
3. Broken tables or chairs.
4. Chipped, cracked, or broken dishes.
5. Wires or cords across passage ways.
6. Slick floors.
   EXAMPLES: Unmopped spills, wet from mopping or waxed floors.

II. Job safety rules

A. Learn the safety information given to you at work.

B. Ask your supervisor about safety practices.

C. Check floors and carpet for damage.

D. Dry floors after cleaning up spills.

E. Post signs on wet floors.

F. Clean up spills immediately.

G. Wear proper work shoes.

H. Wear gloves when cleaning up glass.

I. Report any broken or defective equipment.

J. Check dishes for cracks or chips.

III. Safety procedures for using bus carts, dish dollies, and hand carts

A. Be alert near swinging doors, corners, and congested areas.

B. When using carts or carrying loaded trays, watch where you are going.

C. Back through the door to the kitchen or dishroom and pull the cart after you.

IV. Body mechanics

A. Lifting heavy containers of food or supplies may lead to injuries if not done correctly.

1. Place your feet about 12 inches apart.

2. Squat close to the object to be lifted.

3. Keep your back as straight as possible.

4. Lift by pushing up with your leg muscles.

B. When carrying objects, keep the load close to the body.

C. Never carry loads so high that vision is blocked.

D. Put the load down by reversing the procedure.

DINING ROOM ATTENDANT

ASSIGNMENT SHEET 5--DRAW A SAFETY POSTER

A. Directions: Using one or more of the ideas below, draw a safety poster. Use cut-outs from magazines or newspapers to help explain the situation. Use poster board or a full sheet of paper.

1. Show a typical accident.

2. Design a safety slogan.

3. Show how to prevent an accident.

4. Show causes of common accidents.

B. List the dangerous procedures or places at your traning station and point out ways to correct them.

DINING ROOM ATTENDANT

ASSIGNMENT SHEET 6--SAFETY METHODS

A. List 5 things you as a bus person might do that could cause an accident.

1.

2.

3.

4.

5.

B. If you were training a new employee to take over your job, what main points would you be sure to mention about safety?

C. Look at the rules for job safety on your information sheet.

1. Which seem least important on your job and why?

2. Which seem most important and why?

3. Which ones have been discussed at work?

D. Prepare a poster to show the class what you consider the most important precaution for safety.

DINING ROOM ATTENDANT

INFORMATION SHEET 4--LINEN AND TABLE ACCESSORIES

I. Linen--All linen used must be clean and fresh.

A. Tablecloths

1. Tablecloths are usually placed over a "silence cloth" to reduce the noise of the dishes used on the table.

2. The tablecloth should be clean and pressed.

(NOTE: If something is spilled on the table, the cloth should be replaced as soon as possible.)

3. Tablecloths should be the right size for the table.

(NOTE: The cloth should not extend below the chair seat.)

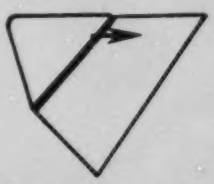
B. Napkins

1. Napkins may be folded and placed on the table in a variety of ways, depending upon the custom of the restaurant.

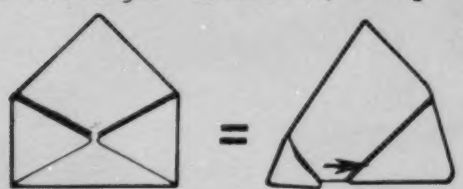
a. Crown fold method

(1) Fold corner to corner.

(2) Fold left corner 3/4 way over.



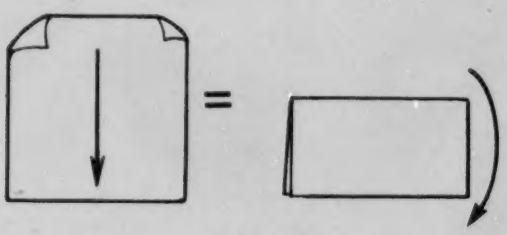
(3) Fold right corner 3/4 way over.



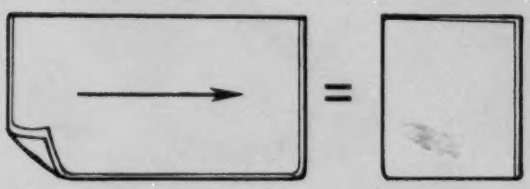
Stand up napkin in center of cover.

b. Standard rectangular method

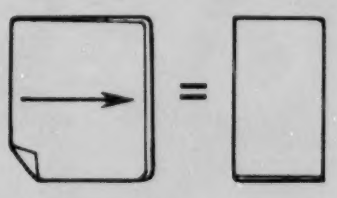
(1) Fold napkin in half.



(2) Fold left end of napkin over to right end.



(3) Fold in half again so all loose pieces are at the bottom and on the right of the napkin.



2. Napkins are usually placed to the left of the fork when arranging a place setting.

II. Table accessories--All accessories on the table should be treated and handled with the same care as dishes and linens.

A. Condiment servers

1. These should be refilled as needed between customers and at the end of the work shift.

2. Condiment containers should be kept spotlessly clean with a damp cloth.

3. Condiment servers that do not remain on the table should be wiped off at the side stand before bringing to the table for the customer's use.

B. Beverage servers

1. Individual pots for coffee or hot tea should be placed on mats, coasters, or a small dish.

2. Cream pitchers should be brought to the table with the coffee or tea--also lemon slices if requested.

3. Cream pitchers that remain on the table should be checked regularly for freshness and should be filled when necessary.

4. All larger beverage containers such as water pitchers should be kept clean and filled.

C. Ashtrays

1. Ashtrays should not just be emptied; they should always be wiped clean with a damp cloth used only for that purpose.

   CAUTION: Do not put smoldering cigarettes or matches in with paper trash.

2. Some restaurants provide special printed match boxes for the convenience of the guest and the advertising purposes.

3. Replace matches when they are removed by the customer.

D. Placemats

1. Paper or plastic placemats may be used instead of a tablecloth.

2. Paper mats should be fresh for each customer.

3. Plastic mats should be wiped off with a damp cloth each time they are used.

DINING ROOM ATTENDANT

ASSIGNMENT SHEET 7--PROPER USE OF TABLE LINENS AND ACCESSORIES

Directions: Answer the following questions that show the proper use of table linens and accessories.

A. What can be used to help reduce the clatter of dishes on a tablecloth? Explain how it is used.

B. 1. How far toward the floor should a tablecloth hang? Why?

2. Does the restaurant where you work use tablecloths? If so, how have employees been instructed to change them?

C. When setting a table, where would you place the folded napkin?

D. What kinds of condiment servers usually present the biggest problem as far as neatness and cleanliness? What must regularly be done to these and all other condiment servers to keep them ready for use?

E. What kinds of condiments and servers are used at the restaurant where you work?

F. 1. What should be served with hot coffee?

2. Hot tea?

3. How should individual pots for coffee or hot tea be served?

G. What is sometimes used instead of a tablecloth? What are they usually made of, and how should they be cared for?

DINING ROOM ATTENDANT

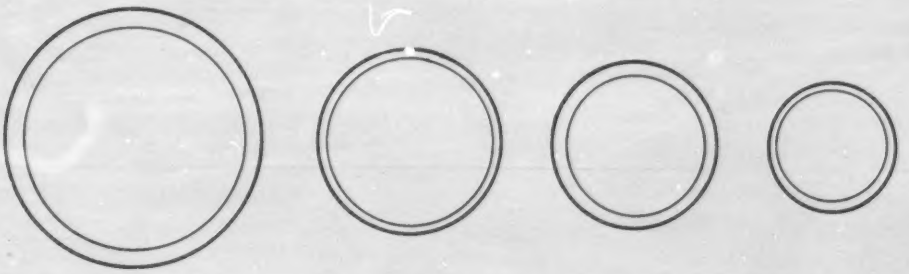
INFORMATION SHEET 5--DISHWARE, GLASSWARE, AND SILVERWARE

I. Dishware

A. Plates--

1. The size of plate to choose is determined by its use.

2. The largest plate is the dinner plate.



Dinner Plate | Lunch Plate | Salad Plate | Bread and Butter Plate

B. Bowls and cups

1. Salad is often served in a wooden bowl.

2. Soup bowls usually come in two sizes--one for the person who wants only a small cup, and one for the person who wants a meal-size soup course.

3. The dessert dish is the smallest bowl.

4. Hot drinks may be served in cups with saucers, or in mugs.

Wooden Salad Bowl | Soup Cup | Soup Bowl | Dessert Bowl | Saucer and Cup | Mug

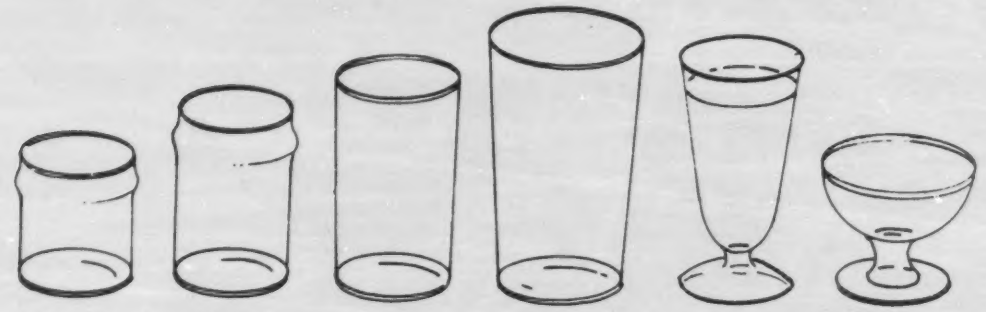
II. Glassware

A. The iced tea glass is usually the largest glass used, then the water or milk glass.

B. The juice glass may be large or small, but both sizes are smaller than any other glass.

C. Stemmed glassware if frequently used to serve desserts.

(NOTE: The most common are the flat sherbert dish and the parfait glass.)



III. Silverware

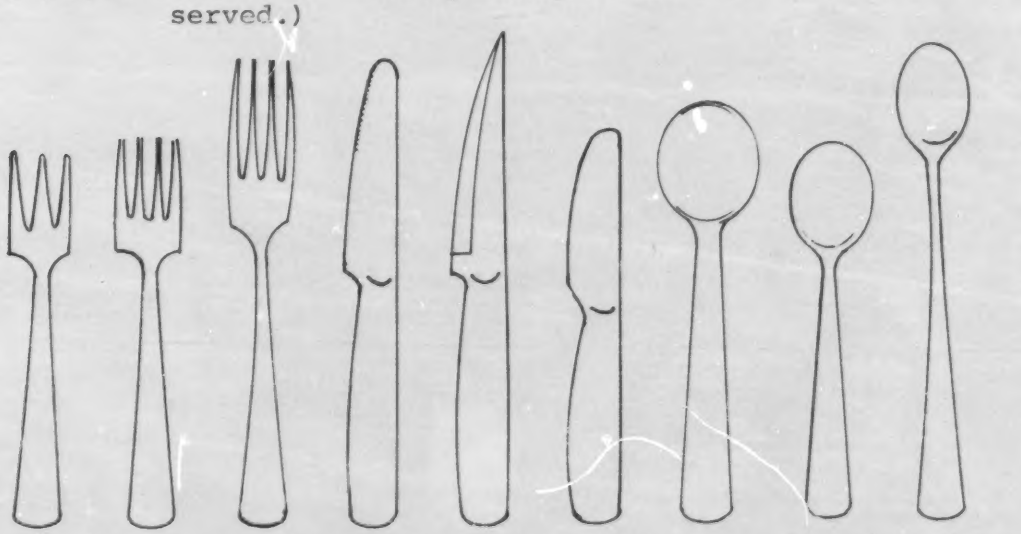
A. The basic plate setting is a knife, a fork, and a spoon.

B. For most meals other items may be needed.

EXAMPLES: Iced tea spoons or salad forks.

C. Special foods require other utensils such as a small cocktail fork or a steak knife.

(NOTE: These are usually brought when the food is served.)



DINING ROOM ATTENDANT

ASSIGNMENT SHEET 8--IDENTIFY DISHWARE, GLASSWARE AND SILVERWARE

A. Why should a bus person be able to identify the different kinds of dishes and silverware?

B. Name four kinds of plates and how you can tell them apart.

1.

2.

3.

4.

C. 1. Name three kinds of bowls.

2. Which bowl may be made of wood?

3. Which bowl comes in two sizes?

D. What is the difference between the iced tea glass and the water glass? Between the juice glass and the water glass? Which glass may be two sizes?

E. 1. What kinds of glasses are for desserts?

2. What is the difference between the glass used for sherbert and the one used for parfait?

F. Name three kinds of knives and how each is used.

G. What are three kinds of forks and in what ways are they different?

H. Name three kinds of spoons and the differences between them.

I. Which of these items of tableware do you use on your job?

DINING ROOM ATTENDANT

INFORMATION SHEET 6--SETTING A TABLE

I. Table linens

A. Tables in a restaurant should be fresh and neatly arranged.

(NOTE: The table's appearance is the diner's first introduction to his meal.)

B. When putting on a fresh tablecloth, place half the cloth on one side of the table (over the silence cloth, if used) and the remaining half gathered at the center.

C. Place all condiment servers that will remain on the table on the side that is already covered.

D. Straighten the cloth on the opposite side.

(NOTE: Place the tablecloth on the table as quietly and unnoticeable as possible.)

E. If placemats are used instead of a tablecloth, they should be placed one inch from the table edge for each chair at the table.

F. If a fresh tablecloth is not laid when resetting the table (or if no tablecloth is used) be sure to brush crumbs or loose salt or sugar from the table surface into a dish or tray.

G. The napkin may be placed to the left of the place setting, or in the middle depending upon the custom of the restaurant.

II. Place settings

A. Place settings (covers) should face each other across the table when four or more places are set.

B. When only two places are set, they face the center of the dining room.

(NOTE: Place settings are <u>between</u> table legs.)

C. When handling dishes, carry plates by the edges and glasses by the lower portion.

D. Carry silverware on a clean cloth and pick up by the handles only.

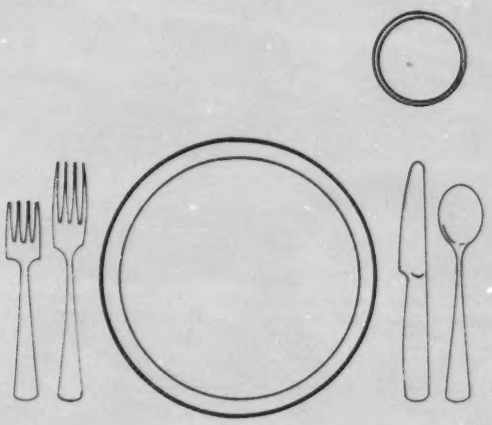
E. Plates should be placed so that any emblems or names face the customer.

F. Knives and spoons are put on the right side of the cover.

(NOTE: Knives should be placed with the cutting edge toward the plate.)

G. Forks are put on the left side of the cover with tines facing up.

H. Flatware is placed in the order it will be used starting from the outside.

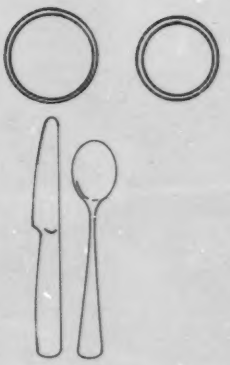


I. All additional silverware, including coffee spoons, iced tea spoons, and dessert forks are usually brought immediately before serving the course for which they are needed.

J. When a butter plate is used, it is placed above the dinner fork.

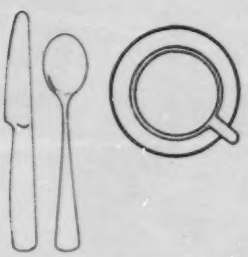
(NOTE: The butter knife may be placed across the top edge or across the right side of the butter plate.)

K. The water glass is placed directly above the dinner knife. All other glasses are arranged in a parallel row in descending order according to their size.



L. Glasses may be placed upside down when the table is set, depending on the custom of the restaurant, and turned right side up when the customer is seated.

M. When a coffee cup is set on the table, the top of the saucer whould be in line with the top of the last spoon on the right.



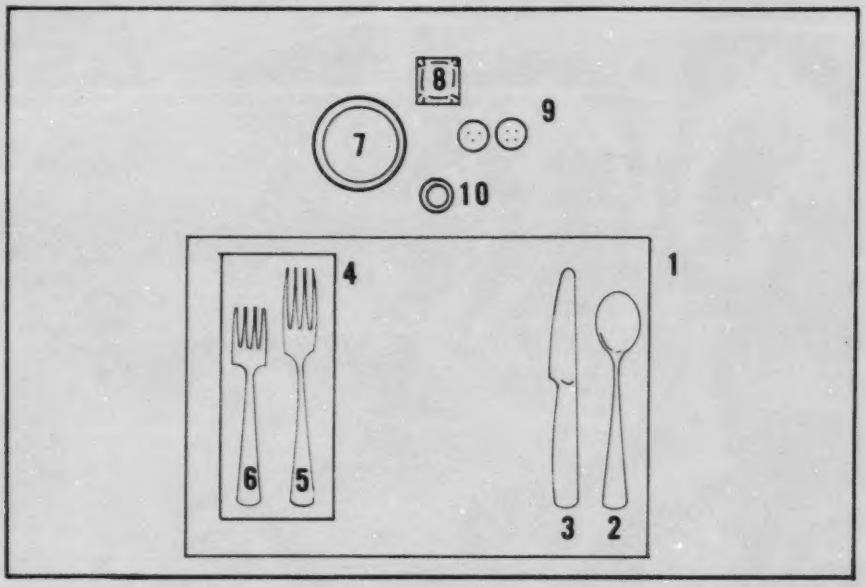
(NOTE: The handle of the cup should be to the right and slightly angled toward the customer.)

III. Table accessories

A. All accessories should balance the table setting so that one side of the table is not weighed down with equipment.

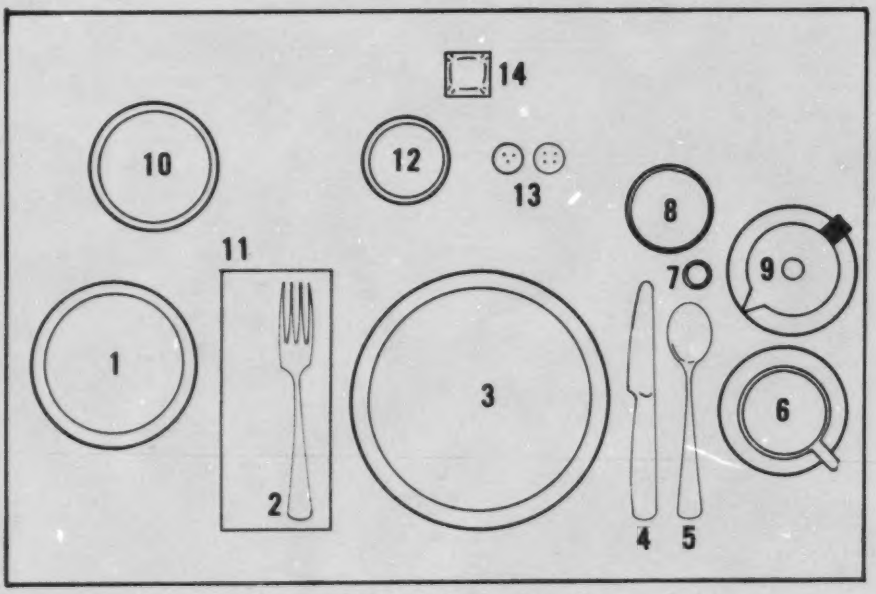
B. Water, crackers, and butter should be placed on the table after the customer is seated.

IV. Basic restaurant cover



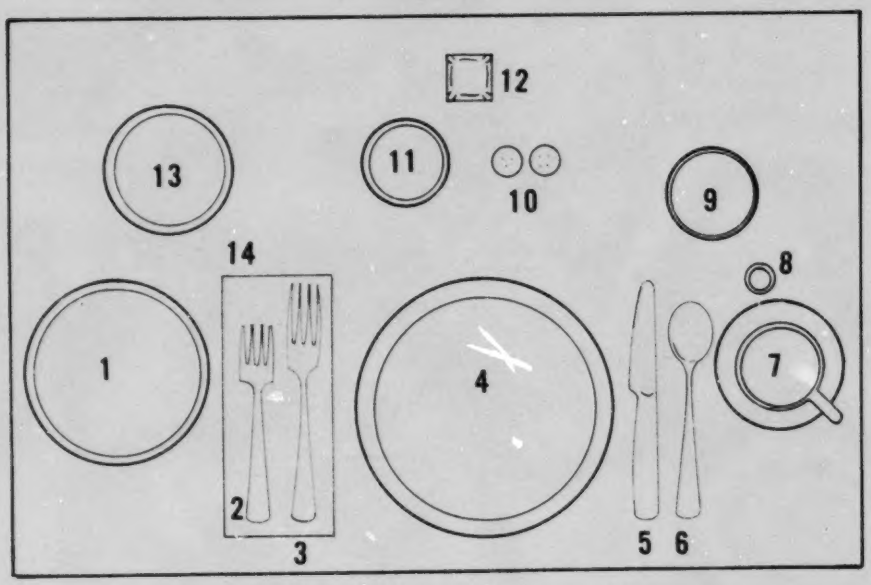
1. Place Mat
2. Teaspoon
3. Dinner Knife
4. Napkin
5. Dinner Fork
6. Salad Fork
7. Sugar Bowl or Rack
8. Ashtray
9. Salt and Pepper
10. Cream Pitcher

V. Common table settings



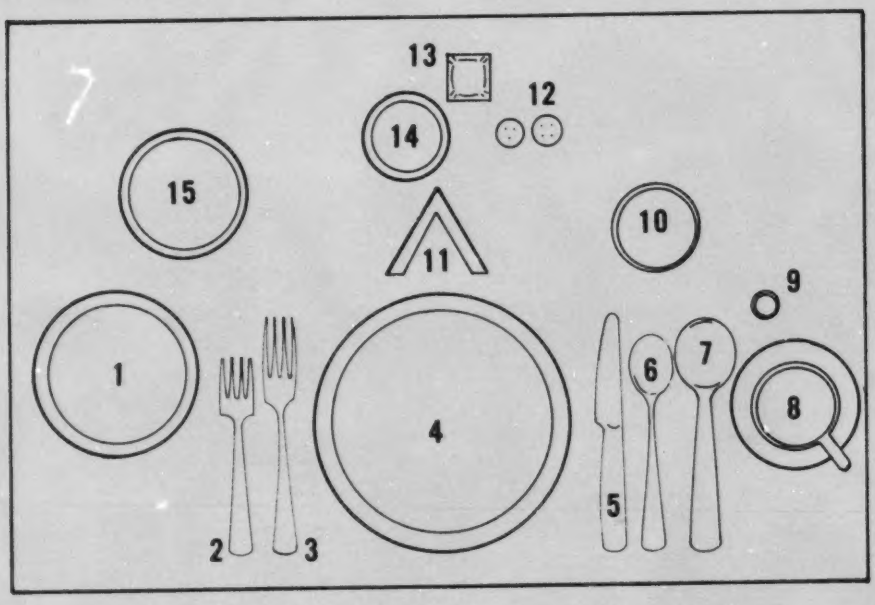
Standard Breakfast Setting

1. Plate of Toast
2. Dinner Fork
3. Breakfast Plate
4. Knife
5. Teaspoon
6. Cup and Saucer
7. Creamer
8. Water Glass
9. Coffee Pot on Underliner
10. Bread and Butter Plate
11. Napkin
12. Sugar Bowl
13. Salt and Pepper
14. Ashtray



Standard Luncheon Setting

1. Salad Plate
2. Salad Fork
3. Dinner Fork
4. Dinner Plate
5. Dinner Knife
6. Teaspoon
7. Cup and Saucer
8. Creamer
9. Water Glass
10. Salt and Pepper
11. Sugar Bowl
12. Ashtray
13. Bread and Butter Plate
14. Napkin



Standard Dinner Setting

1. Salad Plate
2. Salad Fork
3. Dinner Fork
4. Dinner Plate
5. Dinner Knife
6. Teaspoon
7. Soup Spoon
8. Cup and Saucer
9. Creamer
10. Water Glass
11. Napkin (Tent Fold)
12. Salt and Pepper
13. Ashtray
14. Sugar Bowl
15. Bread and Butter Plate

DINING ROOM ATTENDANT

ASSIGNMENT SHEET 9--TABLE SETTING

A. 1. Why should a table in a restaurant be clean and neatly set?

2. Explain, step by step, how to change a tablecloth in a restaurant?

3. How should the following be handled:

   a. silverware

   b. glassware

4. How are place settings arranged for a table of four?

5. In relation to the plate:

   a. Where are forks placed?

   b. Where are knives and spoons placed?

   c. What do the cutting edges of the knife face?

6. How should dishes with names or emblems be arranged?

7. Where is the butter plate placed (if one is used)?

8. Where is the water glass placed?

9. What items should never be placed on the table before the guest is seated?

10. Where should a coffee cup be placed?

B. What are your specific table setting duties at your job?

C. 1. Draw the proper way you have been instructed on your job to prepare the table for the next customer.

2. How does it differ from the common restaurant cover?

DINING ROOM ATTENDANT

INFORMATION SHEET 7--BUSING DUTIES

I. Clearing tables

A. General rules

1. Clear tables as quietly and quickly as possible.

2. Picking up all of one item, such as glassware, before starting with another item helps to speed up the process.

3. Scrape dishes into the proper containers.

(NOTE: Do not scrape dishes in front of customers.)

4. Stack dishes according to size, with large dishes on the bottom.

(NOTE: Do not stack dishes too high or in a careless manner.)

5. Do not stack glasses inside one another, but lay them carefully on their sides.

6. Place silverware in appropriate containers or together in one place.

B. Using a tray

1. Put heavy dishes and platters in the center of the tray.

2. Balance the load with equally high stacks and weights of dishes.

3. Separate flatware and pile it on one side of the tray.

4. Place glassware in one section, goblets with stem down.

5. Avoid placing anything in glasses.

6. Place cups, bowls, cream pitchers, and teapots on top of plates, nesting them securely.

7. Avoid overloading the tray and be sure the weight is evenly balanced.

8. Use both hands when carrying a tray.

9. Carry trays at waist level unless the restaurant requires trays to be carried at shoulder level.

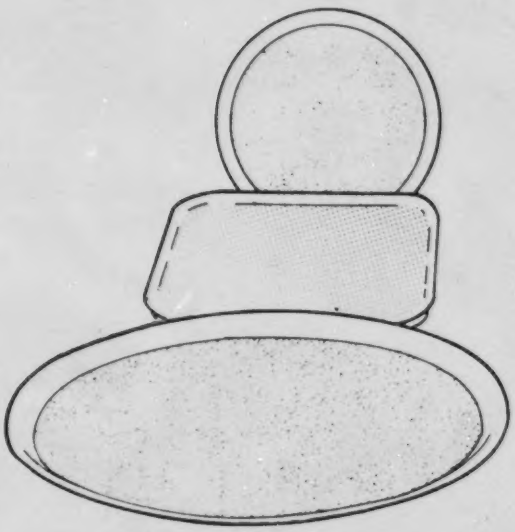
10. Place the tray of dirty dishes at the correct area in the kitchen.

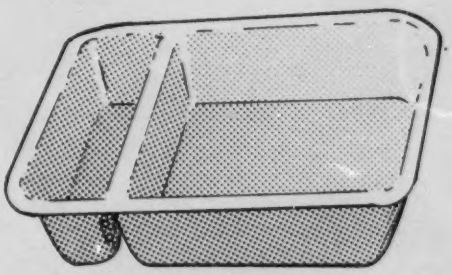
11. Gather all used paper products and throw away in the trash can.

12. Scrape the dishes according to your supervisor's instructions.

    (NOTE: This may be done by the kitchen helper.)

13. Wipe off the tray before returning it to the dining area.





C. Using a bus cart

1. Stack dishes, glassware and silverware in the correct bin.

   (NOTE: Place them in the bins carefully to avoid breakage and unnecessary noise.)

2. Never overload carts.

3. Use extra care when wheeling carts to the unloading area.

   a. Pull, do not push carts.

   b. Never run with carts.

   c. Use caution and watch for cross traffic.

4. Unload all food and dirty dishes at the proper place in the kitchen following the custom of the restaurant.

5. Wipe the cart before returning it to the dining area.

II. Cleaning tables and surrounding area

A. After the table has been cleared of dirty dishes, clean the table and chair seats by wiping with a damp cloth.

(NOTE: Be careful not to brush crumbs onto the floor.)

B. Clean all condiment servers with a damp cloth.

C. Empty ashtrays and clean with a damp cloth used only for that purpose.

D. Clean the floor around the table by picking up crumbs, spilled food, or anything else that is noticeable.

(NOTE: If liquid spillage has occurred, it should be mopped up before the next customer is seated.)

E. If high chairs or booster chairs have been used, they should be sponged off and returned to their proper place.

III. Preparing tables for the next customer

A. Replace soiled table linens.

B. Reset the table with dishware, glassware and silverware according to the restaurant's policy on place settings.

C. Make sure condiment servers and ashtrays are clean and in their proper place.

D. Rearrange the tables according to the number of customers to be seated

IV. Cleaning the side stand

A. Make sure beverage containers and condiment containers are clean and in place.

B. Check the ice bin or container to be sure that pieces of ice have not been dropped on the floor or service table.

C. Make sure that butter dishes are clean and restocked.

D. Remove any empty or dirty trays that may have been left on the side stand.

E. Return any items such as menus, ashtrays, or condiment servers that are out of their proper place.

V. Stock dining room and service bar

A. Transfer clean dishes and flatware from the kitchen and keep side stands (or other areas designated for clean dishes) well stocked.

B. Make sure the dishes are not soiled, chipped or cracked. If they are, return them to the kitchen.

C. Keep the beverage station stocked with fresh coffee and other drinks.

D. Keep the ice bin and salad bar supplied with fresh ice.

E. Transfer food such as soups, salads and desserts from the kitchen to the service bar.

F. Keep condiment servers and other items used by customers such as straws, crackers, tea bags, and lemon slices stocked at the side stand.

VI. General supplies

A. Transfer clean table linens from the storage area to the work area.

B. Transfer large jars, cans, and boxes of condiments and table accessories from the storage area to the work area.

C. Unload deliveries to the restaurant and put in storage for future restocking.

D. Supply restrooms with paper towels and tissue.

DINING ROOM ATTENDANT

ASSIGNMENT SHEET 10--CLEARING THE TABLE

A. 1. Draw a picture of the best way to load dishes onto a tray.

2. How should you handle and carry a heavy tray of dishes?

3. Do you use a tray or bus cart where you work?

4. What instructions have you been given on your job in regard to clearing tables. Give a step-by-step explanation.

B. 1. After you have cleared the table of dirty dishes, list some things you must do before the table is ready to be reset.

2. When ready to reset the table, what is the first thing you must do?

3. What is a task you may be requested to do if a very large group wants to dine at one table?

DINING ROOM ATTENDANT

ASSIGNMENT SHEET 11--STOCK WORK

A. On your job...

1. Where do you pick up clean dishes?

2. Where do you place clean dishes?

3. What instructions have you been given regarding chipped, cracked, or broken dishes?

4. Where are condiments located?

5. Where is ice kept?

6. Where are clean linens stored?

7. What table accessories are you responsible for keeping stocked?

B. List ten items that a bus person may keep re-filled and well stocked.

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

C. Draw the sidestand and the beverage service area in your restaurant. Show the placement of all items located in these areas.

DINING ROOM ATTENDANT

INFORMATION SHEET 8--CLEANING DUTIES

I. Pre-meal clean-up

A. See that any heavily traveled areas are free of obstructions.

B. Put away any type of preparation equipment not needed during meal hours.

C. Check that the restrooms are clean and well stocked.

D. Arrange tables and chairs in a suitable manner.

E. Vacuum carpets if they were not done at closing time.

F. Pick up any trash around the outside of the restaurant.

G. Clean entrance doors and doorknobs.

II. Cleaning duties to be performed during the day

A. Dining and service area

1. Sponge off all tables, counters, and chairs.

2. Empty and clean all ashtrays on tables, counters or sidestand and return them to their proper place.

3. Wipe off all condiment containers.

4. Remove all soiled linen on tables or serving areas, dispose of properly, and replace with clean linens.

5. Clean beverage containers and equipment.

6. Remove and dispose of all sidestand food items that cannot be reused.

7. Sponge off all high chairs and return them to the proper place.

8. Carry all dirty dishes to the kitchen.

9. Empty all trash and garbage containers in the dining area into the large can in the kitchen or the dumpster outside.

10. Dispose of the plastic bag in garbage can , if one is used, and replace it with a new bag.

B. Kitchen and equipment

1. Wash work tables, counters, and appliances.

2. Sweep and mop floor as needed.

3. Empty trash cans into dumpster or other outside container.

III. General cleaning duties

A. Clean and polish glass shelves.

1. Keep all glass shelves wiped clean and dry with a clean cloth.

2. At the end of the day, or as needed, remove glass shelves and wash with warm soapy water.

3. Rinse with clear water.

4. Dry with a clean cloth and return to proper place.

B. Clean and polish service bar and doors.

1. Use a damp cloth to wipe bars and doors.

2. Dry thoroughly with a clean cloth.

3. Avoid the use of abrasives such as steel wool.

C. Cleaning stainless steel surfaces.

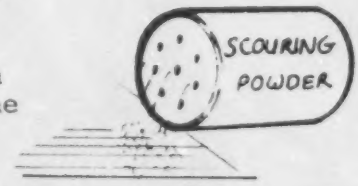
1. Warm detergent solutions should be used for routine cleaning on exterior surfaces of equipment.

2. All surfaces should be rinsed with warm water and wiped dry with a clean cloth.

(NOTE: Rinsing agents may be added to the rinsing water to prevent spotting.)

3. Use scouring powder to clean hard-to-remove spots.

(NOTE: Rub in the same direction of the polish lines on the surface to preserve the finish.)



D. Removing fingerprints on equipment.

1. Wipe on clear mineral oil or other cleaner that will leave a thin oily film.

2. Remove excess cleaner with a clean dry cloth.

3. Wipe surfaces occasionally to remove accumulated fingerprints.

E. Removing scale and hard water film.

1. Flush scaly surfaces with clean water.

2. Brush a mild solution of acid-type cleaner on the surfaces.

(NOTE: Check with your supervisor for the correct cleaner and always read the label of each cleaner used.)

CAUTION: Protect your eyes, skin, and clothing from the cleaners.

3. After 15 minutes, rinse the cleaner off with clean water.

4. Dry the surfaces with a clean cloth.

5. Repeat this process to remove water film completely.

6. Add water softener to the water used in the equipment.

IV. Closing responsibilities

A. Dining area

1. Remove all dirty dishes and serving equipment to the kitchen.

2. Wipe off all tables, counters, and the sidestand with a warm soapy solution.

3. Remove all food and remaining beverages from the dining room and beverage station to the kitchen.

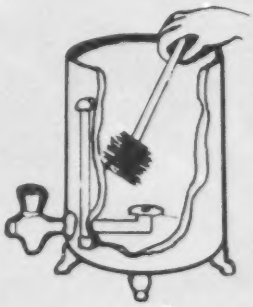
4. Clean the outside of the drink dispenser with a detergent solution.

(NOTE: Trays or racks on overflow areas should be removed and cleaned.)

5. Rinse the inside of coffee urns with clean water.

a. An urn brush may be used to scrub the inside.

(NOTE: This brush should not be used for any other cleaning.)

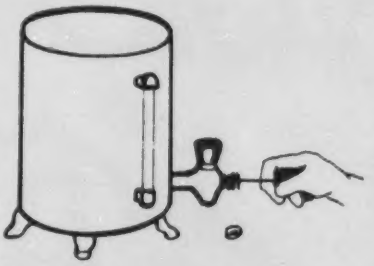


b. A spoonful of baking soda or a commercial cleaner used once a week will get rid of the bitter taste that often builds up in coffee equipment.

c. Always rinse thoroughly to remove any cleaners.

d. Clean the faucets and glass gauges with small brushes.

(NOTE: Remove threaded cap at end of faucet.)



B. Kitchen and equipment

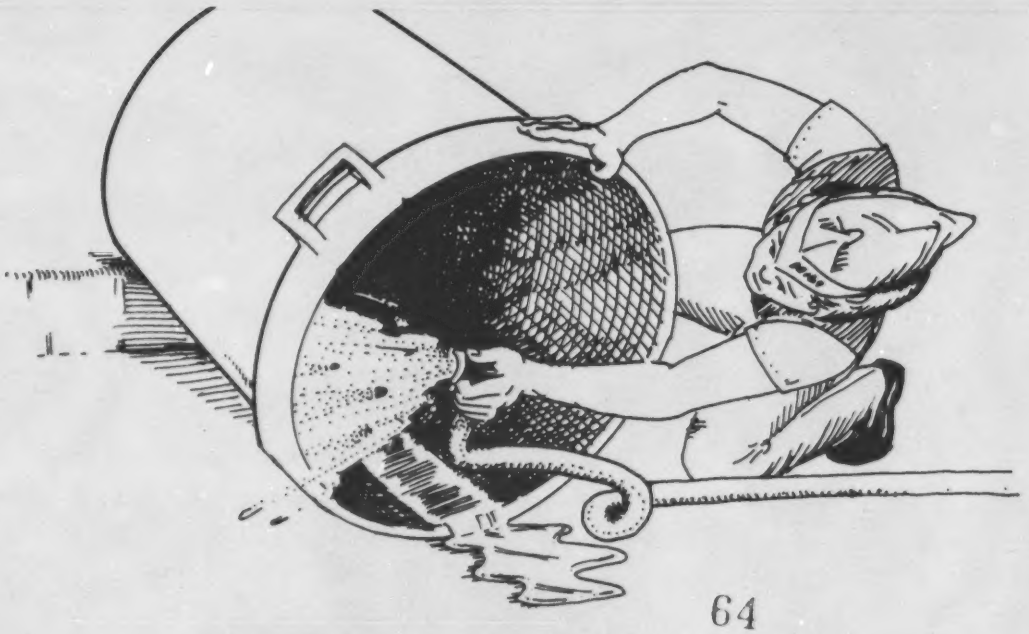
1. Wash work tables, counters, meat blocks and the surfaces of all large equipment with a warm detergent solution.

2. Clean small kitchen appliances and utensils if this is part of your responsibility.

3. Sweep and mop floors with a sanitizing solution.

4. Empty trash and garbage cans into the outside dumpster.

5. Steam clean or hose garbage cans, and return them to their proper place.



DINING ROOM ATTENDANT

ASSIGNMENT SHEET 12--CLEANING PROCEDURES

A. Which of the kitchen and equipment cleanup tasks listed on the information sheet do you do on your job? List other tasks you perform which are not included on the information sheet.

B. What are the specific cleanup duties regarding the following:

1. Trash and trash cans
2. Beverage station
3. Condiments and condiment station
4. Ashtrays
5. Booster and high chairs
6. Floors
7. Restrooms
8. Entrance ways
9. Windows
10. Outside grounds

INFORMATION SHEET 9--PREPARING DRINKS

I. Preparing coffee

A. Urn type

1. Check all equipment for cleanliness.

2. Measure the correct amount of coffee into the filter.

(NOTE: Approximately one pound of coffee to two and one-half gallons of water.)

3. Spread the coffee over the filter.

4. Pour hot water in a circular motion over all of the coffee grounds.

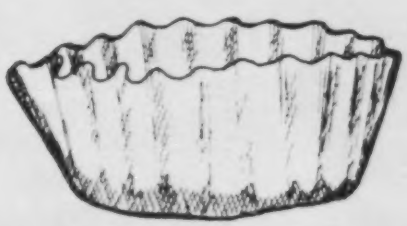
5. Remove the grounds in the filter when the water has dripped through.

6. Keep the temperature of the coffee between 185° and 190°.

B. Individual pot type

1. Check equipment for cleanliness.

2. Place a filter in the filter holder.



3. Place the correct amount of coffee evenly in the filter.

   (NOTE: Often individual bags with the correct amount of coffee are used to eliminate the need for measuring.)

4. Pour the water through the heating element vat.

   (NOTE: Check to see if the heating element switch is "ON" and the brewing light is "ON".)

5. If your coffee is too weak or strong, check with your supervisor or re-read directions on the coffee package.

   (NOTE: Do not pour coffee back through the heating element vat.)

C. Freeze dried

1. Place the correct amount of coffee in the cup.

   (NOTE: Freeze dried coffee often comes in pre-measured packages. If not, read directions on the coffee container and measure the correct amount.)

2. Add hot (boiling) water.

3. Stir until mixed.

II. Preparing tea

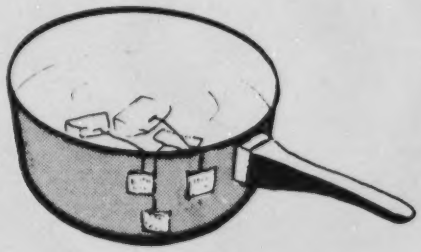
A. Brewed tea

1. Check equipment for cleanliness.

2. Fill a pot with the amount of water needed to make tea.

3. Place the pot of water on the burner and bring to a boil.

4. Place the tea bags in a container that will hold all the water.



5. Pour the water over the bags.

6. Allow the tea to simmer (steep) for five minutes.

7. Serve the tea as requested.

a. hot in a cup

b. iced in an eight-ounce glass

B. Instant tea

1. Check equipment for cleanliness.

2. Read directions on the jar of instant tea.

3. Place the proper measure of tea in an eight-ounce glass.

4. Add cold water and stir.

5. Serve as requested.

III. Preparing soft drinks

A. Prepare the beverage station.

1. Provide different sizes of glasses.

2. Have straws available.

B. Check the CO_2 tank.

1. Lines should be clean and well tightened.

2. The tanks should be securely fastened to the wall or drink machine.

3. Make sure the valve on the CO_2 tank is closed when connecting or disconnecting the line.

4. Be sure to connect the CO_2 line to the valve marked "IN" on the syrup can.

C. Preparing the soft drink.

1. All glasses, straws, and drink ingredients should be readied before the shift begins.

   (NOTE: Drinks should not be made up ahead of time because they will become watery.)

2. Select the proper sized glass that the customer requests.

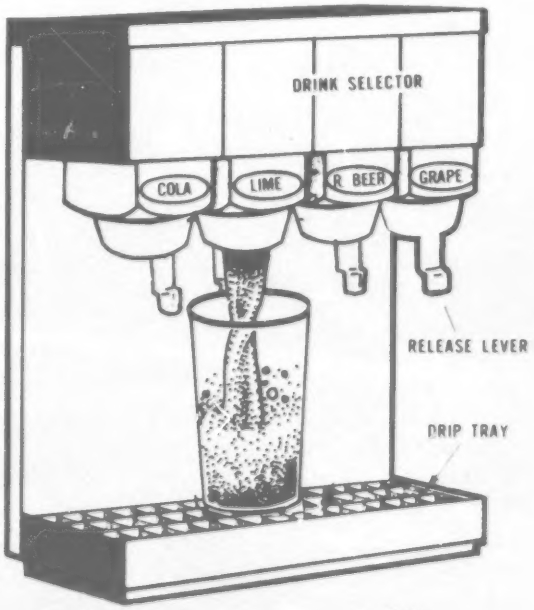
   (NOTE: Be familiar with the sizes and prices of all drinks.)

3. Fill the glass about 3/4 full with crushed ice.

4. Hold the glass under the spout of the selected drink and press the release lever.

   (NOTE: The carbonated water and syrup mixture will flow into the glass.)

   CAUTION: Be careful not to overfill the glass.



5. Keep the station stocked with glasses, ice, and other materials as they are taken by the customer.

6. Change the CO_2 and syrup tanks as soon as they become empty.

DINING ROOM ATTENDANT

ASSIGNMENT SHEET 13--EXPLAIN DRINK PREPARATION

Directions: Use your information sheets and your experience on your training station to answer the following questions.

A. Describe methods used to make coffee in a restaurant.

1.

2.

B. Describe two ways restaurants prepare tea.

1.

2.

C. Describe the process used on your training station to prepare soft drinks.

D. What temperature should you keep coffee?
between _____° and _____°

E. The gas used to force the syrup from the tanks to the fountain is _____.

F. When a business serves a large volume of coffee, the coffee should be brewed in an _____.

G. The first thing you place in the glass when making a soft drink is the _____.

H. When making coffee in the urn, you usually place _____ gallons of water for each pound of coffee.

I. When brewing tea, you should allow it to simmer for _____ minutes.

J. Soft drinks made up ahead of time will become _____ before serving.

K. Restocking the counter with glasses, straws, and other items should be taken care of _____.

DINING ROOM ATTENDANT

ASSIGNMENT SHEET 14--SOLVE DRINK-MAKING SITUATIONS

Directions: Write the correct answer for each of the questions below about drink preparation. Use your information sheet or your experience on your training station to solve each question.

A. Most restaurants use CO_2 to force soft drink syrups to the dispensing fountain. It is stored in the large tanks or cylinders which, if handled carelessly, may explode and cause serious injury. What precautions are taken on your training station to see that no accidents occur?

B. Often drinks are made up slightly in advance of serving them. If too many drinks are made up long before they are served, what happens to them?

C. Most syrup tanks have similar markings. How are the syrup tanks on your training stations marked to help you hook up the proper lines to the proper valves?

D. Different restaurants have different policies on how much ice to put in a glass when preparing drinks. What policies does your training station have concerning drink preparation?

DINING ROOM ATTENDANT

TEST PART 1

Directions: Match the terms with the definitions.

____1. Utensils used for cutting food.

____2. Points of forks.

____3. Duties in addition to table service.

____4. Each individual place setting.

____5. Keeping all areas clean and free of any germs.

____6. Tool used to pick up food.

____7. Things that are added for convenience or decoration.

____8. Assigned group of tables or counter stools.

____9. Large outside trash containers.

____10. Tool or container used for serving food.

____11. The amount of food served to the customer.

____12. To furnish food and materials to the area or station as the food and utensils are taken by the customer.

____13. Folding stand on which to set a tray.

____14. A cloth of felt or foam rubber used under a tablecloth to reduce noise.

____15. Storage space within the dining area.

____16. A very small germ that could cause disease or odor.

____17. Any seasoning used to bring out the flavor in food.

a. Tines
b. Accessories
c. Cover
d. Dumpster
e. Tray jack
f. Station
g. Silence cloth
h. Bacteria
i. Portion
j. Cutlery
k. Sideboard
l. Side work
m. Utensil
n. Resupply
o. Tongs
p. Condiments
q. Sanitation

DINING ROOM ATTENDANT

TEST PART 2

1. Answer the following questions.

   a. What can you do while performing your duties that will not only make you a better employee, but also help you enjoy your job more?

   b. When talking to the customer, what is the proper attitude to use?

   c. How do you handle the customer who requests an item from you? Complains about the food?

2. Fill in the blanks with the correct word or words.

   a. Be _____ and _____ with customers and co-workers.

   b. Do your work _____, _____, and in a _____ manner.

   c. Start the day with a _____ uniform.

   d. Avoid wearing _____ and _____.

   e. When customer's make requests, fill them _____ or alert the _____ of the customer's needs.

   f. Show _____ in your work.

DINING ROOM ATTENDANT

TEST PART 3

1. Below is a list of causes of accidents. Place a check in front of each one that is an unsafe practice of the bus person.

   _____a. Careless work habits

   _____b. Torn carpet

   _____c. Water leakage

   _____d. Unsuitable shoes

   _____e. Spillage

   _____f. Damaged floor tiles

   _____g. Broken steps

   _____h. Dishes stacked too high on tray

   _____i. Damaged high chair

   _____j. Wires or cords across passage ways

   _____k. Slick floors

   _____l. Smoldering cigarettes in paper trash

2. The employee can make some personal changes in order to correct the above employee-caused dangers. What should the employee do about the <u>other</u> causes of accidents?

3. Fill in the blanks in the following sentences.

   a. Study and know any _____ information given to you at work.

   b. If you are unsure about any job procedure that involves safety, check with your _____.

   c. Check to see that the floor is not _____ or is in any way _____.

   d. Be sure that the floor is completely _____ after cleaning up spills.

   e. Post a _____ when the floor is even slightly wet.

f. When should spills be cleaned up? _____

g. As a bus person you should always wear the proper kind of work _____.

h. Be sure that all dishes used are not _____ or _____.

i. Watch for smoldering cigarettes and do not place them in _____.

j. _____ any broken or defective equipment or any unsafe situation to the _____.

DINING ROOM ATTENDANT

TEST PART 4

Directions: Fill in the blanks with the correct word or words that best completes the sentence.

1. A _____ helps to reduce the noise of dishes on the table.

2. A tablecloth should not extend below the _____ _____.

3. The size of the tablecloth is important because _____.

4. Although napkins can be arranged in a variety of ways, they are usually placed to the _____ of the _____.

5. Some of the condiments served at restaurants are _____, _____, _____, _____, _____, _____, and _____.

6. Even if condiment servers don't appear dirty, they should always be _____ before new customers are seated.

7. Individual pots for _____ or _____ should be placed on mats, coasters, or a small dish.

8. Ashtrays should not just be _____; they should also be _____.

9. _____ should not be emptied into paper trash containers.

10. _____ are sometimes used instead of tablecloths.

DINING ROOM ATTENDANT

TEST PART 6

1. Fill in the blanks with the word or words that best completes the sentence.

   a. Tables in a restaurant should be fresh and neatly arranged. The _____ of the table forms the customers first opinion of the restaurant; therefore, it should be clean and attractive.

   b. Silverware is handled by the _____, and glassware is handled by the _____.

   c. When four places are set at a table, the place settings should _____ each other across the table and should be arranged _____ table legs.

   d. When there are emblems or names on the plates, they face the _____.

   e. Forks go on the _____ of the plate; knives and spoons go on the _____. Cutting edges of the knives face the _____.

   f. When a butter plate is used, it is placed above the dinner _____.

   g. The water glass is directly above the dinner _____, which means it is above and slightly to the right of the plate. The coffee cup is set to the _____ of the spoon.

   h. _____, _____, and _____ are never placed on the table before the guest is seated.

2. Draw a common restaurant cover and label all items.

DINING ROOM ATTENDANT

TEST PART 7

1. Select from the list below the usual duties of a bus person. Circle the letters of the correct answers.

   a. Removes dirty dishes from table.

   b. Serves or refills water or coffee.

   c. Takes customer's orders.

   d. Resets table.

   e. Empties trash.

   f. Fries hamburger patties.

   g. Sweeps floors.

   h. Cleans up spills.

   i. Is always courteous to customers.

   j. Operates the cash register.

   k. Does duties as quietly as possible.

   l. Supplies booster or high chairs to customers.

   m. Keeps service area stocked.

2. What items and equipment should be sponged off with a damp cloth in preparation for new customers?

3. How should you stack and carry dishes on a tray?

DINING ROOM ATTENDANT

TEST PART 8

Directions: Fill in the blanks with the word or words that best completes the sentence.

1. A bus person's main cleanup duties involve the dining area. Tasks in that area usually include the following:

   a. Sponging off all _____, _____, and _____.

   b. Emptying and cleaning all _____ on tables, counters, or sidestands and returning them to their proper place.

   c. Cleaning all _____ containers on sidestand and tables and returning to proper place.

   d. Removing all soiled _____ and replacing it with _____.

   e. Cleaning _____ containers and equipment and replacing at the station.

   f. Sponging off all _____ _____ that have been used by children and returning them to their proper place.

   g. Carrying all _____ _____ remaining the dining area to the kitchen.

   h. Emptying all _____ cans and hosing them out if necessary.

   i. Removing and replacing _____ in garbage can, if one is used.

   j. _____ and _____ floors and vacuuming _____.

2. Other bus duties that involve kitchen and miscellaneous areas include the following:

   a. Washing _____, _____, and _____ in the kitchen.

   b. Emptying trash cans into the outside _____.

   c. Pick up _____on the grounds.

DINING ROOM ATTENDANT

TEST PART 9

Directions: Explain the drink preparation process by answering the following questions.

1. The three ways of preparing coffee are

   a.

   b.

   c.

2. The procedures used in making brewed and instant tea are

   a. brewed-

   b. instant-

3. List the supplies used in preparing soft drinks.

   a.

   b.

   c.

4. What gas is used in soft drink preparation?

5. How much crushed ice should be placed in each glass before filling with soft drink syrup?

6. How often should the beverage station be resupplied with drink preparation supplies?

7. What sizes of drink glasses are used at your work station?